Presentation Slides: Emotional Intelligence

Emotional Intelligence

Understanding the emotions of the self and others builds wellbeing and nurtures relationships.

Building Blocks of Emotional Intelligence

- Emotional awareness: understanding the range of human emotions.
- Emotional regulation: managing strong emotions.
- Social awareness: understanding the emotions of others and cultivating empathy.
- Savouring: building and prolonging positive emotions and enjoying positive experiences.

Emotions

- Sometimes emotions are positive, pleasant, enjoyable (e.g. happiness, excitement, and curiosity).
- Sometimes emotions are negative, painful, distressing (e.g. sadness, fear, anger).
- All emotions are natural and normal aspects of human life.

Seven Key Emotions

Anger
Fear
Sadness
Calmness
Curiosity
Excitement
Happiness

Emotional Shifts

Emotions are not static but shift and change all the time. Being mindful of times when emotions are changing helps people to understand and manage their feelings.
Strong Emotions Toolkit

• At times, everyone feels overwhelmed by strong emotions.
• It is valuable to have a ‘toolkit’ of strategies that can be used to keep calm and soothe yourself until the storm of emotions subsides.
• Ideas for ‘turning down the volume’ on strong emotions:
  – Removing yourself from the situation
  – Exercising
  – Talking to a friend
  – Practicing mindfulness or relaxation
  – Other ideas?

Emotional Communication

People communicate about their emotions in verbal and non-verbal ways. Learning to pay attention to how other people are feeling helps to build strong relationships.
Empathy
An important aspect of emotional intelligence is noticing, understanding, and influencing the emotions of others.

What is empathy?
• Intentionally paying attention to how other people are feeling.
• Supporting others who may be experiencing strong or upsetting emotions.
• Being there for your friends and loved ones... in both times of hardship and times of happiness.

Bucket and Dipper Theory
“Each of us has an invisible bucket. It is constantly emptied or filled, depending on what others say or do to us. When our bucket is filled, we feel great. When it is empty we feel awful.”
(Rath & Clifton, 2004, p. 15).

How do people communicate their emotions?
• Body language
  — Arms open or closed; posture upright or bent.
• Facial expressions
  — Mouth smiling or frowning; eyes open or closed.
• Actions
  — Clapping hands; walking away.
• Words
  — “I feel happy”; “That upsets me”.

How Full is Their Bucket?
The bucket and dipper theory reminds us to:
• Consider how other people are feeling.
• Be careful not to dip from other people’s buckets.
• Act with kindness to fill other people’s buckets (especially if they are feeling sad, low, and depleted).

Savouring
Savouring techniques are thinking strategies and actions that generate, enhance, intensify, and prolong positive emotions and positive experiences.

Savouring the external world:
• Appreciating the view of beautiful scenery.
• Enjoying a piece of music.
• Relishing the smell of yummy food.

Savouring the internal world:
• Feeling pride at an accomplishment.
• Cultivating excitement for an upcoming event.
• Finding meaning in a moment of connection with a friend.
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**Different Savouring Strategies**

**Sharing with others:** Sharing experiences, hopes, and achievements with friends (also called capitalising).

**Memory building:** Taking real or mental photographs; keeping mementoes.

**Being present:** Being immersed and absorbed in the moment.

**Congratulating the self:** Relishing successes; patting the self on the back for achievements and accomplishments.

**Displaying positive emotions:** Smiling, laughing, and taking the time to express positive emotions.

**Temporal Awareness:** Reminding the self that the present moment is fleeting.

**Counting Blessings:** Hunting the good stuff; giving thanks to others; appreciating enjoyable and meaningful experiences.

**Comparing:** Considering how things could be worse; comparing positive experiences with unpleasant ones.

**Sensory perceptual sharpening:** Cultivating and sharpening the senses of sight, smell, hearing, touch, and taste.

**Avoiding kill-joy thinking:** Trying not to focus on negatives in a situation; avoiding unhelpful thinking.

(Roedelbach et al. 2010)

**Emotional Intelligence: Key Messages**

- Understanding the emotions of the self and others is an important aspect of wellbeing and helps to build supportive relationships.
- All emotions are natural and normal – but not all emotions are pleasant or positive.
- Sometimes emotions are calm and soft and other times they are loud and intense; it is valuable to have a toolkit for soothing strong and overwhelming emotions.
- Learning to communicate about one’s own emotions and to tune into the emotions of others helps to nurture fulfilling and lasting relationships.
- Savouring positive emotions – for example, by being present in the moment or sharing your experiences with others – is a powerful strategy of building wellbeing and flourishing.

**References**


